



Outlook 2003 Mail and Message Manager

One Day Training Course

Course Aims:

Networked in an Exchange Server environment and with an Internet Mail configuration, Outlook becomes a full-featured e-mail client integrated with desktop information management and powerful groupware features. Outlook includes comprehensive group scheduling and meeting planner; shared calendars, contact and task lists; and groupware applications with custom forms and views. On completion of this course, delegates will be able to set-up meetings and keep track of shared calendars, contacts and tasks, and use the Journal.

Course Outline:

Mail and Messages

- The Inbox
- Checking for New Messages
- Previewing Message Contents
- Opening a Message
- Replying, Forwarding & Re-sending a Message
- Opening a Hyperlink in a Message
- Moving, Copying and Deleting Messages

Creating a New Message

- To; Cc; Bcc; Subject
- Addressing a Message
- Setting Message Options
- Attaching a File to a Message
- Using AutoSignature

Contacts & the Address Book

- Adding Contacts
- Editing / Updating Existing Contacts
- Deleting Contacts

Meeting Planning

- Viewing Calendars
- Creating & Sending Meeting Requests
- Rescheduling a Meeting
- Cancelling a Meeting
- Changing Meeting Attendees

Managing Tasks

- Creating a Task
- Recurring Tasks
- Assigning Tasks to Others
- Tracking Assigned Tasks
- Deleting Tasks

The Journal

- What is the Journal
- Recording a Journal Activity
- Opening a Journal Entry & its Recorded Item
- Viewing information in a Timeline
- Changing the Location of Items in a Timeline
- Displaying Time Scales

Target Audience:

Existing MS Outlook users who are working in a networked environment and who need to use group working techniques in the communications process.

Assumed Knowledge:

Experience of using MS Outlook as a desktop information management tool, as gained from attendance on the "MS Outlook 2003 Introduction" course or from the work place. Knowledge of an e-mail system and using on-line services would be useful.